



21 June 2024

Sue

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Kia ora Sue

**Your Official Information Act request, reference: GOV-032719**

Thank you for your requests of 29 May 2024 and 3 June 2024, asking for the following information under the Official Information Act 1982 (the Act):

- 1. I am writing to request the current list of all of ACC policies. I note the last request was in 2020. If a current list of all of ACC's policies is available on ACC's website (such as a dedicated page) then please direct me to that web page. Please provide the information in an excel spreadsheet format.*
- 2. I am writing to request the current list of all of ACC's processes and procedures, which, if I'm not mistaken, would be the Promapp table of contents.*
- 3. Please also provide the list of historical ACC's list of ACC's processes and procedures, with descriptors, for 2021, 2022, and 2023, if they are different from the current processes and procedures. Please provide the information in an excel spreadsheet format.*
- 4. I would like to add an additional request. When you provide the list of policies, would you also provide the directory extension for each document (in Promapp or other repository) and last date of change.*

1. ACC is required to make a decision about whether to grant or refuse your request as soon as reasonably practicable and within 20 working days of receiving the request. ACC considers this request is one of multiple requests made by the same requester, which may affect ACC's decision to grant or refuse the request. 2.
2. In order for ACC to make a decision on this request, ACC requests that you provide:
  - a. Your full name and confirmation of your identity, and
  - b. the reasons for the request.
3. We ask that this information be provided as soon as possible to enable us to make a decision on your requests. This may include ACC extending the timeframe for responding, charging for the request, or refusing to grant the request because:
  - a. ACC has already provided this information in an earlier request; and/or
  - b. the information requested cannot be made available without substantial collation or research; and/or
  - c. the request is frivolous or vexatious or the information requested is trivial; and/or
  - d. the request may relate to matters including proceedings under Part 5 of the Accident Compensation Act 2001.
4. If you would prefer, this information can be provided confidentially to ACC at the following address: Manager OIA Services, ACC, PO Box 242, Wellington, or by email to [Christopher.johnston@acc.co.nz](mailto:Christopher.johnston@acc.co.nz). Any information/documentation provided establishing your identity will be used solely for that purpose and destroyed after. Please reference this request when doing so: **GOV-032719**.
5. We look forward to receiving the information requested at paragraph 2

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). If you are not happy with this letter, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement